

Michigan IV-D Child Support Manual
Michigan Department of Health and Human Services

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[Exhibit 1.35E1: Sample MiChildSupport Calculator Results printout](#)

1. MiChildSupport Portal

1.1 Introduction: MiChildSupport Portal

The [MiChildSupport Portal](#) is a “gateway” website that allows child support customers access to the following web applications and features contained within the MiChildSupport Portal:

- The MiCase website;
- The online *IV-D Child Support Services Application/Referral* (e1201);
- The *Online Child Support Response* form (e842);
- The MiChildSupport Calculator;¹
- The Child Support Verification Tool (CSVT); and
- The “Learn More” button.²

1.2 Identity Verification and the Personal Identification Number (PIN)

The applications within the MiChildSupport Portal contain and display confidential information governed by Title IV-D laws and regulations. The MiCase application also allows customers (the custodial party [CP] or non-custodial parent [NCP]) to update or change information about themselves or to initiate certain actions. Consequently, the Title IV-D program must have a high degree of confidence that the person attempting to gain access to a portal application is who the program believes the person to be. With that confidence level, child support professionals will know they are electronically interacting with the correct person and that the correct person has the appropriate authority to view, change or update information.

To ensure this confidence level, the IV-D program will verify (or authenticate)³ a MiChildSupport Portal user before permitting access to the portal. This will be done through a one-time identity verification process and/or through the use of a one-time Personal Identification Number (PIN).

¹ There are two versions of the MiChildSupport Calculator that are used to calculate child support. The MiChildSupport Calculator that IV-D workers access through the Michigan Child Support Enforcement System (MiCSES) will be referred to throughout this manual section as the “MiCSES Calculator.” The MiChildSupport Calculator that is available to the public through the MiChildSupport Portal will be referred to as the “public Calculator.”

² Clicking this button takes users to the [Michigan Department of Health and Human Services \(MDHHS\) Child Support website](#), where they can learn about the child support program.

³ “Verify” and “authenticate” will be used interchangeably throughout this manual section.

1.2.1 Identity Verification Process

Identity verification (or authentication) is the process by which pre-selected information or data elements are collected from a person and then verified as associated with the identity of the IV-D customer (CP or NCP) that person claims to be. Considering the information the two parties on a IV-D case may *both* know, special care is needed so that the combination of requested information will be known only by the intended party. The identity verification process may be conducted manually or electronically through an automated system.

- *Electronic* identity verification will be provided through the use of the State of Michigan’s identity management resource, MiLogin. This type of verification is described in Subsection 3.3 of this manual section.
- *Manual* identity verification can be performed by IV-D staff and can be done over the phone. It can also be done in-person or via video conference call by viewing certain identification documents. This process is described in Subsection 3.5 of this manual section. Verification as described in Subsection 3.5 will be required only when granting access to MiChildSupport applications; it will be optional for IV-D staff to use in other situations.

The person may be successful in completing the identity verification process or may be unsuccessful. The next steps for either outcome are described in Subsection 3 of this manual section.

1.2.2 PIN

The use of a “shared secret” is another way for a **verified** person, or a customer with a verified address in MiCSES, to gain access to certain MiChildSupport applications with confidential information (e.g., MiCase, e842). A shared secret is a data element, code, or number known only to the IV-D program and the appropriate CP or NCP. The Michigan IV-D program will use a PIN as a one-time shared secret. The use of a PIN and the process for CPs and NCPs to obtain a PIN are described in Subsections 3.4 and 3.5 of this manual section.

1.3 Website Development: The MiChildSupport Workgroup

In May 2011, the Program Leadership Group approved the charter for the new MiChildSupport Workgroup. Simultaneously, a new development process was implemented to accelerate the pace of updates to the MiCase website. These efforts replaced previously approved processes and resources.

The MiChildSupport Workgroup is composed of staff from the Office of Child Support (OCS), Friend of the Court (FOC), Prosecuting Attorney (PA), State Court Administrative Office (SCAO), and MiCSES.

The MiChildSupport Workgroup has two co-leads: one representative from OCS and one from the Department of Technology, Management & Budget (DTMB). The workgroup reviews and prioritizes work for all outstanding issues, enhancement requests, fixes, and other changes related to the MiChildSupport Portal. The MiChildSupport Workgroup also reviews draft policy and technical documentation prior to publication. The MiChildSupport Workgroup serves as a user acceptance test group for all MiCase changes.

2. IV-D Worker Use of the MiChildSupport Portal

IV-D workers who are granted a certain role(s) in MiCSES are able to access the MiChildSupport Portal through MiCSES. There are two ways for IV-D staff to access the MiChildSupport Portal through MiCSES:

- Access the MiChildSupport Portal as a “global user” via the *MiCase Access* (MCSE) screen; and
- Enter “MICS” in the screen navigation field to access the MiChildSupport Portal Customer Communication Dashboard.

2.1 Global User Access to the MiChildSupport Portal Through MiCSES

Global user access on the MiChildSupport Portal allows IV-D workers to view the screens that a MiCase user can see in an effort to assist CPs and NCPs in understanding information and troubleshooting. IV-D workers can also use global user access to obtain and view a completed e1201 that the user submitted through the MiChildSupport Portal.

2.1.1 Accessing MiChildSupport as a Global User

IV-D workers with the MiCSES role of Admin Support have access to the case information that users see on MiCase. This role was selected because the majority of IV-D workers already have the Admin Support role. IV-D workers must contact their Local Options Administrator if they do not currently have this role and they want to access MiCase as a global user.

The MCSE screen in MiCSES serves as a secure IV-D access to MiCase so IV-D workers can look up MiCase users’ case information. Clicking the “Access MiCase” button on the MCSE screen will direct the global user to the MiCase website. The global user will not need a username or password to access MiCase user information because MiCSES has already established a secure connection within MiCSES.

In MiCase, the global user can access any view-only screens, such as payment and enforcement information screens. However, the global user cannot perform any interactive functions, such as changing a password, submitting questions, requesting a PIN, or changing a MiCase user's security questions or answers.

2.1.2 Searching in MiCase

The global user can search the MiCase website for a specific MiCase user to assist him/her with payment and enforcement information. At a minimum, the global user must enter the last name and county number to search for a user. With these search criteria entered, MiCase will display only the first 50 MiCase usernames that meet these criteria. The global user also has the option to narrow the search by entering the first name, date of birth, or docket ID of the MiCase user.

When global users conduct a MiCase user search on MiCase, only MiCase users who have completed the registration process⁴ will appear in the search results.

2.1.3 Entering a Child Support Help Desk Ticket

If a global user has a question or comment about MiCase or wants to report an issue with the website or data that is being displayed, (s)he should enter a Child Support Help Desk ticket. The Child Support Help Desk will route the ticket to the appropriate team for a response or resolution of the issue.

2.1.4 Exiting MiCase

When exiting MiCase, global users must click the "Logout (Global User viewing username: xxxxxxxx)" link located in the top menu bar; otherwise, the session will stay open until it times out in 20 minutes.

2.2 MiChildSupport Portal Customer Communication Dashboard Through MiCSES

IV-D workers can access the MiChildSupport Portal Customer Communication Dashboard through MiCSES. IV-D workers may initiate communication with or respond to questions asked by MiCase users in the dashboard if:

- Their county IV-D office has opted in to the *Ask a Question* feature on the MiChildSupport Portal Customer Communication Dashboard. IV-D offices that have opted in to this feature are responsible for addressing all user questions that come in from MiCase users;⁵ and

⁴ Ref: Subsection 3, "MILogin," in this manual section for details on the registration process.

⁵ Ref: Subsection 2.2.1 in this manual section for information on opting in to the *Ask a Question* feature.

- They have the correct MiCSES user role to access the MiChildSupport Portal Customer Communication Dashboard.

The county's MiCase Liaison⁶ manages the county's *Ask a Question* feature and manages requests for the appropriate MiCSES user roles for IV-D workers to access the Customer Communication Dashboard.⁷

2.2.1 Opting In to the *Ask a Question* Feature

By default, counties are considered opted out of the *Ask a Question* feature in the MiChildSupport Portal. To participate in this feature, the county MiCase Liaison will submit a Child Support Help Desk ticket asking the MiCase Administrator to opt in their county to the *Ask a Question* feature.

The Help Desk ticket must include the following information:

- Requester's first and last name;
- County name;
- First and last name(s) of the MiCase Liaison(s);⁸
- MiCSES login name(s) of the MiCase Liaison(s);
- A single county email address (county gatekeeper account) to which *Ask a Question* notifications will be sent (e.g., MiCase@samplecounty.com);
- A request to activate the *Ask a Question* feature for the county;
- The starting date for the county to begin receiving questions from MiCase users;⁹ and
- The names of the county IV-D workers¹⁰ who will need user roles that permit access to the MiChildSupport Portal Customer Communication Dashboard through MiCSES.

2.2.2 Opting Out of the *Ask a Question* Feature

If a county FOC or PA would like to opt out of the *Ask a Question* feature, the local county director or the office manager must submit a

⁶ Ref: Subsection 2.2.3 in this manual section for information about the MiCase Liaison.

⁷ To request a user role, IV-D workers will ask their MiCase Liaison to submit a Child Support Help Desk ticket. Ref: Subsection 2, "IV-D Worker Use of the MiChildSupport Portal," for more information about MiCSES user roles for accessing the dashboard.

⁸ It is recommended that counties have at least one other MiCase Liaison to act as a back-up for the primary MiCase Liaison so that notifications to the single county email address (county gatekeeper account) do not go unaddressed. The notifications report that a customer has submitted a question.

⁹ By default, the starting date for MiCase users to submit questions is the same date the *Ask a Question* feature is activated for a county. However, the starting date for MiCase users to submit questions can be a future date.

¹⁰ In this manual section, these workers are referred to as "MiCase IV-D workers."

Child Support Help Desk ticket. The ticket will ask the MiCase Administrator to opt their county out of the *Ask a Question* feature.

The Help Desk ticket must include the following information:

- Requester's first and last name;
- County name;
- The request to turn off the *Ask a Question* feature for MiCase users in the county; and
- The names of the MiCase IV-D workers whose *Ask a Question* feature access needs to be removed.

Note: If the office manager or MiCase Liaison submits the Help Desk ticket, (s)he should copy the FOC director on the ticket for awareness.

The county may provide a message on the MiCase website stating that the *Ask a Question* feature has been discontinued in that county and/or the reasons for discontinuation of the feature. This message will appear on the MiCase home page for 14 calendar days and will be visible only to MiCase users from that county.

After the MiCase Administrator receives the Help Desk ticket, (s)he will:

- Turn off the *Ask a Question* feature for the county;
- Send an email message to the county gatekeeper account when the *Ask a Question* feature is turned off;
- Set up a message for the county to appear on the MiCase home page, if requested; and
- Remove the *Ask a Question* feature user roles from the county's MiCase IV-D workers.

2.2.3 MiCase Liaison Actions

MiCase Liaisons manage the *Ask a Question* feature between MiCase users and IV-D worker(s). They set up IV-D worker accounts, specify questions that MiCase users in their county can ask IV-D workers, determine the response turnaround time, control access to the county gatekeeper email account, and respond to questions or delegate responses to questions to other IV-D workers, as appropriate.

A. Selecting MiCase User Questions

Local office procedures will determine what questions will be available in each county. The MiCase County Questions page displays both statewide and county-based questions.

1. Statewide Questions

The MiChildSupport Workgroup created a standard list of questions that is available to all counties, including a “free-form” text question that allows a MiCase user to enter his/her own question.

The MiCase Liaison may choose to accept all, some, or none of these questions based on his/her local office practices.

2. County-Based Questions

The MiCase Liaison has the option to create, modify, or delete unique questions that only MiCase users in his/her county may ask. MiCase users will see the exact wording chosen by the MiCase Liaison for unique county-based questions.

B. Determining Response Turnaround Time

After a MiCase user submits a question on MiCase, an automatic message displays, stating (s)he will receive an answer within two business days. The MiCase Liaison may modify this length of time by contacting the Help Desk and entering a ticket.

C. Delegating Questions to the Appropriate IV-D Worker

County MiCase Liaisons will manage the emails notifying them that a MiCase user has posted a question regarding a case in their county. The MiCase Liaison may choose to answer the questions or forward them to an appropriate MiCase IV-D worker. The appropriate MiCase IV-D worker will reply to the question by accessing the MiChildSupport Portal Customer Communication Dashboard through MiCSES.

D. Blocking MiCase Users

MiCase Liaisons have the ability to block MiCase users who send inappropriate questions or attachments. When a MiCase user sends inappropriate questions or attachments, the MiCase Liaison will take the steps necessary to block the MiCase user.¹¹ MiCase Liaisons should use this functionality sparingly and only when appropriate to

¹¹ Ref: the [MiChildSupport Customer Communication User Guide](#) for more information on removing MiCase users from the *Ask a Question* functionality.

avoid removing a method in which a IV-D customer communicates with IV-D staff.

2.2.4 MiCase IV-D Worker Actions¹²

Depending upon local office procedures, MiCase IV-D workers will receive a forwarded MiCase user question from their MiCase Liaison. MiCase IV-D workers will research the question, set the status of the question, and add a response by entering text, copying/pasting information, and/or uploading a document.

Note: IV-D workers must take care when reviewing cases with family violence to ensure that no confidential information is included in the response to the other party on the case.

A. Research Questions

Depending upon the question, MiCase IV-D workers may use MiCSES, FOC files, Business Objects, mi-support, or any other tool they require to research the MiCase user's question.

B. Respond to Questions

When the MiCase IV-D worker is ready to respond, (s)he will access the MiChildSupport Portal Customer Communication Dashboard by entering "MiCS" in the screen navigation field in MiCSES.

From the MiChildSupport Portal Customer Communication Dashboard, the MiCase IV-D worker will complete the following steps:

1. Set the status of the question to:
 - In-Progress – If further information is pending; or
 - Replied – The MiCase IV-D worker answered the question.
2. Enter the response to the MiCase user's question, being as detailed as possible. The MiCase IV-D worker is not limited to a single response and may respond as many times as needed to complete the answer.

¹² In this subsection, the MiCase IV-D worker will have one or more MiCSES user roles to accomplish this task. The MiCase Liaison is also a MiCase IV-D worker and may perform all the same actions.

3. The MiCase IV-D worker may attach a document to the response, if needed.
4. The MiCase IV-D worker will enter a IV-D case note on the MiCase user's case using the *Notes Processor* (NOTE) screen in MiCSES. The note must indicate that a question was asked and answered through MiCase, but the note does not need to include details of the exchange.

After the MiCase IV-D worker enters a response, MiCase will send an email to the MiCase user's email account, informing him/her that (s)he may log into MiCase to view the response to the question.

The response is a permanent part of the IV-D case record. MiCase retains the question and answer indefinitely.

Note: MiCase IV-D workers will respond to "free-form" text questions based on local office practices.

2.2.5 Email Security

All case information and confidential user information stays within the MiCase website. MiCase messages and notifications sent by email do not include confidential or federal tax information; therefore, encryption is not required.

Note: Outside of MiCase, email communication between IV-D staff that contains confidential information or federal tax information must follow encryption requirements.¹³

3. MILogin

"MILogin" is the State of Michigan identity management resource that allows users to access many online services and systems, across multiple departments, using a single user ID and password.¹⁴ The MiChildSupport Portal uses MILogin as a means of logging into the following MiChildSupport Portal web applications:

- The MiCase website;
- The e1201;
- The e842; and

¹³ Ref: [Section 1.10, "Confidentiality/Security," of the Michigan IV-D Child Support Manual](#) for more information.

¹⁴ Users may directly access the MILogin website at milogin.michigan.gov.

- The CSVT.¹⁵

The MiChildSupport Calculator application, the “Learn More” feature, and the “Partner Tools and SMILE Program” feature do not require customers to register and login with MILogin.

When users select one of the four MiChildSupport Portal web applications listed above, they will be taken to MILogin.

3.1 Entering MILogin

3.1.1 Users With an Existing MILogin User ID and Password

These users have already registered with MILogin, so they will enter their existing MILogin user ID and password to log in. After logging in:

- If they have already requested access to MiChildSupport in MILogin, they will be taken to the MiChildSupport Portal where they will enter their selected MiChildSupport application; or
- If they have not yet used the MiChildSupport application through MILogin, they will request access to the application as described in Subsection 3.3 below.

3.1.2 Users Without an Existing MILogin User ID and Password

These users will need to register with MILogin to create a user ID and password as described below. After registration, they will request access to the MiChildSupport application as described in Subsection 3.3 below.

3.2 MILogin Registration

New MiChildSupport Portal users or existing MiChildSupport Portal users who have never accessed MiChildSupport through MILogin will be required to register in MILogin. Registration requires users to provide the following information:¹⁶

- First name;
- Last name; and
- Email address.¹⁷

Users will also be prompted to create a MILogin user ID and password, and to select “text,” “email,” or “security questions” for their preferred password

¹⁵ The CSVT uses a Third-Party MILogin registration process and does not require identity verification. Ref: Subsection 8, “Child Support Verification Tool (CSVT),” in this manual section for more details.

¹⁶ Users will have the option to enter a mobile phone number, although it is not required.

¹⁷ Ref: Subsection 4.2.1(C), “Email,” in this manual section for more information about email addresses.

recovery method. After users complete their registration with MILogin, they must request access to the MiChildSupport application as described below.

3.3 Requesting Access to MiChildSupport and Completing MILogin Identity Verification

To request access to MiChildSupport, users will select “Michigan Child Support (MiChildSupport)” from the list of agency web portal application options in MILogin. After making this selection, the user will be prompted to complete identity verification.¹⁸ Identity verification is the process by which MILogin collects and verifies information about a person.

MILogin requires users to enter their date of birth and residential address.¹⁹ It then requires users to answer a series of questions to verify their identity. MILogin uses this information to verify that users are who they say they are by comparing it against the historical records of a credit reporting agency. If users fail to answer a question correctly (i.e., their answer fails to match the information in the credit reporting agency’s records), a new question will be displayed. The information gathered for identity verification is not stored in MILogin, nor is it passed along to or stored in MiCSES. Also, MILogin does not compare information gathered for identity verification with information in MiCSES.

Once users have created a MILogin account, requested access to MiChildSupport, and successfully completed the identity verification process, they will be “verified” users – they may access any of the MiChildSupport web applications that use MILogin.

Users who fail to correctly answer enough of the questions to pass identity verification will be considered “unverified” users within the MiChildSupport Portal. Subsection 3.4 details the next steps for unverified users related to the specific application they wish to access within the MiChildSupport Portal.

3.4 Additional Access Considerations for Specific MiChildSupport Applications

This subsection discusses additional considerations for accessing the following MiChildSupport applications that use MILogin:

- The e1201;
- The e842; and
- The MiCase website.

¹⁸ Ref: Subsection 1 of this manual section for a discussion of identity verification and why it is necessary.

¹⁹ MILogin will pre-populate the first name and last name fields with the name entered at the time of MILogin registration. MILogin will also give users the option to enter the last four digits of their Social Security number (SSN).

3.4.1 e1201

If a user does not successfully complete identity verification during MILogin registration, (s)he will still be able to submit an e1201. To ensure unrestricted public access to IV-D services, the MiChildSupport Portal will allow submission of an e1201 regardless of a user's identity verification status. After submitting an e1201, the user may view the progress of the application regardless of his/her identity verification status by logging into the MiChildSupport Portal through MILogin and accessing the "Trace My Case" feature.

3.4.2 e842

The *First Customer Contact Letter* (OCS0015) asks the CP to complete the e842 on the MiChildSupport Portal. The process for accessing the e842 will vary depending on whether the CP has a MILogin account and whether (s)he has completed identity verification in MILogin.

A. CPs Who Do Not Have a MILogin Account

If a CP does not already have a MILogin account to access the MiChildSupport Portal, (s)he will follow the instructions included in the OCS0015 to create an account to access the e842. These instructions include a PIN²⁰ that may be required before the user proceeds to the e842.

B. CPs Who Have a MILogin Account

1. CPs who have already completed identity verification in MILogin will not need to enter the PIN.
2. CPs who have not completed identity verification in MILogin will need to enter the PIN included in the OCS0015 and then complete the e842. If the CP has more than one IV-D case, (s)he will receive more than one OCS0015. Each OCS0015 will include the same PIN.

If the CP is unable to access the e842 on the MiChildSupport Portal, (s)he must call OCS Central Operations staff at 866-540-0008 and provide the information needed to progress his/her case. If the CP prefers to enter the information online or wants access to his/her case information, MiCSES functionality allows IV-D staff to view the e842 customer's PIN. Before **sharing the PIN, IV-D staff must manually**

²⁰ Ref: Subsection 1 of this manual section for a description of a PIN and why it is necessary.

authenticate the customer.²¹ IV-D staff may view the e842 PIN on the OCS0015 on the *Historical Reprints* (FHST) screen in MiCSES.

3.4.3 MiCase

A. Linking the IV-D Case Information

When accessing MiCase for the first time after completing the MILogin registration, users will link an existing child support case(s) using their date of birth and SSN.²² MiCase will verify this information against the data found in MiCSES to link the user's IV-D case information to the login information.²³

Users may link their case even if they have not successfully completed the MILogin identity verification when requesting access to MiChildSupport. MiCase will link the case to the login information but will prevent these users from seeing their case information or using any advanced MiCase features. To see case information, users who fail identity verification will have the option to enter a MiCSES-generated PIN after linking their case.²⁴

If MiCase is not able to link a case for users who have passed or failed the automated identity verification through MILogin, MiCase will inform the user to troubleshoot by sending a message through the "Contact" link on the MiChildSupport Welcome page.

B. Verified Users and Unverified Users

Verified MiCase users have the ability to access their case information and advanced MiCase features. Unverified MiCase users do not have access to their case information, and their use of site features is limited.

To become a verified user, MiCase users must do one of the following:

- Pass the automated identity verification process through MILogin and then successfully link their case to their user ID; or
- Successfully link their case to their user ID and then enter a MiCSES-generated PIN in MiCase.

²¹ Ref: Subsection 3.5, "Manual Identity Verification to Provide the MiCSES-Generated PIN," in this manual section for information on manually verifying a customer's identity.

²² There may be times when MiCase will prompt the user for more information, such as a IV-D case number, in order to link the correct case.

²³ MiCase will match cases with the user's member ID in MiCSES.

²⁴ Ref: Subsection 3.4.3(C), "MiCSES-Generated PIN for MiCase."

If a user has not successfully completed one of these steps, MiCase will consider the user as unverified.²⁵

C. MiCSES-Generated PIN²⁶ for MiCase

MiCase users who fail the automated identity verification in MiLogin will have a MiCSES-generated *MiCase Letter* (DHS-1151) mailed to their verified address in MiCSES.²⁷ The DHS-1151 includes a PIN that will allow the user to become verified. Once the user receives the PIN, (s)he may enter it into MiCase to become a verified user and gain access to case information and advanced site features.

1. MiCSES will generate a PIN only for a user who has one of the following addresses marked as “Y” (Yes) in MiCSES:

- Alternative;
- Mailing;
- Residential; or
- Legal.

Also, MiCase will display a message informing the user that (s)he may contact the FOC or PA to obtain the PIN for quicker access to MiCase.²⁸

2. If a user does not have one of these addresses marked as “Y,” MiCSES will not generate a PIN. When this happens, MiCase will display a message telling users to contact their FOC or PA office to update their address.

In addition to providing a user’s PIN, the DHS-1151 confirms that the MiCase user attempted to create a MiCase account. In the event that the account was created in error or by someone other than the CP or NCP on the case, the DHS-1151 includes instructions on how to close the account.

Returned DHS-1151 letters will be sent to OCS. The letter contains confidential information; therefore, all returned letters will be shredded. IV-D staff will not act upon DHS-1151 letters returned to OCS.

²⁵ MiCase will not display any case information for unverified users, nor will MiCase allow an unverified user to use two-way communication or any other advanced feature.

²⁶ Ref: Subsection 1 of this manual section for a description of a PIN and why it is necessary.

²⁷ Customers may not receive the DHS-1151 if their address is not up-to-date in MiCSES.

²⁸ If a customer contacts IV-D staff to obtain a PIN, IV-D staff will manually verify the customer’s identity and provide the PIN in-person, over video conference, or over the phone by following the steps in Subsection 3.5.

3.5 Manual Identity Verification²⁹ to Provide the MiCSES-Generated PIN

IV-D staff may manually verify a user's identity in order to securely provide a PIN over the phone, via video conference, or in-person to customers accessing MiCase or the e842.³⁰ IV-D workers may share the PIN provided on the DHS-1151 or OCS0015 with the customer only after verifying the customer's identity over the phone, via video conference, or in-person using the specific criteria outlined further below.

IV-D workers can obtain the PIN for a MiCase user on the DHS-1151 by viewing it on the on the FHST screen³¹ in MiCSES or on the MiChildSupport Portal Customer Communication Dashboard.³² IV-D workers can obtain the PIN for an e842 user by viewing the OCS0015³³ on the FHST screen in MiCSES.

3.5.1 Criteria for Verifying a Customer's Identity Over the Phone

To verify a customer's identity over the phone, IV-D staff must ask the customer a series of questions and verify the responses in MiCSES. The information required will depend on whether customers already have a court order and if they are a CP or an NCP. Considering the information, the two parties on a IV-D case may both know, it is intended that the combination of requested information will be known only by the intended party.

A. Information to Verify Customers With a Court Order

- Their address;³⁴
- Their SSN;³⁵
- Their date of birth;
- The names of the parties on the case;
- The docket number or county of order; and
- One item from either of the following lists:³⁶

²⁹ Ref: Subsection 1 of this manual section for a discussion of identity verification and why it is necessary.

³⁰ IV-D staff will tell users that they will still receive the PIN in the mail, but they do not need to take any further action once the letter is received.

³¹ If a customer requests a PIN after the evening batch runs, the DHS-1151 will not upload to the FHST screen until the following day's evening batch runs. The PIN is viewable on the Customer Communication Dashboard on the same day MiCSES generates the DHS-1151.

³² Ref: Subsection 2.2, "MiChildSupport Portal Customer Communication Dashboard Through MiCSES" in this manual section for more information.

³³ Ref: Subsection 6.2, "e842 CP Experience" for information on the OCS0015.

³⁴ There may be times when the MiCSES address does not match the address provided by the CP/NCP because addresses in MiCSES are not always accurate. When this occurs, IV-D workers will ask for two items from the CP/NCP information list instead of one.

³⁵ For individuals who do not have an SSN (such as a guest of the country), IV-D workers will ask for two items from the CP/NCP information list instead of one.

³⁶ If IV-D workers have some doubt about the person's identity, they may ask for more than one item.

For CPs (including third-party CPs):	For NCPs:
<ul style="list-style-type: none"> • Other IV-D case(s) the CP has and the parties/child(ren) on the case(s);³⁷ • Family Independence Program (FIP) number, Food Assistance Program (FAP) number, or Medicaid number for the CP;³⁸ • Total amount of a recent payment received;³⁹ • Amount of a recent payment the CP received from the NCP on one of his/her IV-D cases;⁴⁰ or • Driver's license⁴¹ or state-issued identification number.⁴² 	<ul style="list-style-type: none"> • Other IV-D case(s) the NCP has and the parties/child(ren) on the case(s); • FIP, FAP or Medicaid number for the NCP; • Amount of their last payment; • Amount ordered to pay each month on one of their IV-D cases;⁴³ or • Driver's license or state-issued identification number.

B. Information to Verify Customers Without a Court Order

- Their address;⁴⁴
- Their SSN;⁴⁵
- Their date of birth; and
- One item from either of the following lists:⁴⁶

³⁷ This can be viewed on the *Case Search List* (CLST) screen in MiCSES when searching by the member ID.

³⁸ This can be viewed on the *Member Assistance History* (MAHI) screen in MiCSES in the *AC-ID* field.

³⁹ This can be viewed on the *Check Register* (CHKV) screen in MiCSES.

⁴⁰ This can be viewed on the *Financial Event Diary* (ELOG) screen when queried by docket number.

⁴¹ This can be viewed on the DEMO screen in MiCSES.

⁴² MiCSES does not capture a state-issued identification number; however, it is sometimes entered in the *Driver's License No* field on the DEMO screen.

⁴³ This can be viewed on the *Overview* tab on the *Obligation Maintenance* (OBLG) screen in MiCSES.

⁴⁴ There may be times when the MiCSES address does not match the address provided by the CP/NCP because addresses in MiCSES are not always accurate. When this occurs, IV-D workers will ask for two items from the CP/NCP information list instead of one.

⁴⁵ For individuals who do not have an SSN (such as a guest of the country), IV-D workers will ask for two items from the CP/NCP information list instead of one.

⁴⁶ If IV-D workers have some doubt about the person's identity, they may request the disclosure of more than one item.

For CPs (including third-party CPs):	For NCPs:
<ul style="list-style-type: none"> • Other IV-D case(s) the CP has and the parties/child(ren) on the case(s); • FIP or Medicaid number for the CP; • Child(ren)'s name(s), date(s) of birth, and SSN(s); or • Driver's license or state-issued identification number. 	<ul style="list-style-type: none"> • Other IV-D case(s) the NCP has and the parties/child(ren) on the case(s); • FIP or Medicaid number for the NCP; • Date of service of process;⁴⁷ • Child(ren)'s name(s), date(s) of birth, and SSN(s); or • Driver's license or state-issued identification number.

3.5.2 Verifying a Customer's Identity In-Person or in a Video Conference Call

Before providing a PIN in-person or using video conferencing, IV-D staff must confirm the customer's identity using one of the following:

- Driver's license;
- State-issued identification; or
- Passport.

If the customer is unable to provide identification, the IV-D worker will use the process for verifying a customer over the phone. Refer to Subsection 3.5.1 above.

3.5.3 Customers Whose Identity Cannot Be Manually Verified

Customers whose identity cannot be manually verified in-person or over the phone can do one of the following:

- Locate the information necessary to verify their identity and contact the FOC or PA. An example would be customers who need to find their FIP or Medicaid number; or
- Wait to receive their DHS-1151 letter in the mail.

3.6 MILogin Access Issues

3.6.1 Forgotten User ID and Password

IV-D staff (whether in local IV-D offices or in OCS or the MiCSES project) do not have the ability to look up, update, or change a user's MILogin user ID or password. When users forget their user ID and/or password, IV-D staff will refer them to the MILogin website to follow the steps for

⁴⁷ This can be viewed on the *Service of Process* (LSOP) screen in MiCSES.

forgotten user IDs and passwords. MILogin users must recover their user ID or password by following the prompts within MILogin for “Forgot your user ID?” or “Forgot your password?”

If a user is experiencing a login issue that is not a forgotten MILogin user ID and/or password, IV-D staff will refer the user to the “Contact” link on the MiChildSupport Welcome page.

3.6.2 Other Technical Issues

For other technical issues in accessing the MiChildSupport Portal web applications through MILogin, users must report the issue through the “Contact” link on the MiChildSupport Welcome page. The MiCase Administrator will assist users with these issues.

3.7 MILogin Account Deactivation

MILogin will deactivate a user’s account after 18 months of inactivity. If users have not logged in within 18 months and their account has been deactivated, they will need to reactivate their account by clicking the “Contact” link on the MiChildSupport Welcome page. The MiCase Administrator will assist users in reactivating their account.

4. MiCase Website

“MiCase” is a website that allows both NCPs and CPs to view their Michigan child support case information. Users can access the MiCase website through the MiChildSupport Portal using a personal computer or mobile device.⁴⁸

Below is a general overview of the MiCase website, including the MiCase development process, communications, user authentication and password reset processes, security, and technical support.

4.1 MiCase Communication Plan

The accelerated pace of the MiCase development process requires a different communication process than what OCS and MiCSES traditionally use. The communication efforts for the Policy Section and the Technical Communications Team (TCT) are described below.

4.1.1 Policy Section

Policy will be published to support the following:

⁴⁸ MiCase and other MiChildSupport Portal applications will navigate users to login through MILogin. Ref: Subsection 3, “MILogin,” of this manual section for more details.

- Introduction of new or revised forms or publications owned by the OCS forms committee or the interagency forms committee. An example of this is the DHS-1151.
- Updates to the *Michigan IV-D Child Support Manual* to reflect new services or changes in MiCase that affect “non-MiCase” policy for IV-D workers.

4.1.2 Technical Communications Team (TCT)

TCT maintains the [Screen Description](#), [Quick Reference Guide](#), and [Customer Information Guide](#) documents related to MiChildSupport and MiCase. TCT also maintains a [Release Information page](#)⁴⁹ on mi-support. The Release Information page includes release notes of MiCase updates and other related resource information.

4.1.3 Communication to IV-D Staff

Other than the above communication efforts, IV-D staff may receive little or no advanced warnings or messages regarding impending changes to the MiCase application. Because the primary users of MiCase are not IV-D staff but are CPs and NCPs, changes to the application will require little action from, or advance notice to, IV-D staff.

When MiCase improvements or changes may significantly affect IV-D staff’s interaction with CPs and NCPs (e.g., when future functionality permits parents to update their case information through MiCase), MiCSES and OCS staff will publish information in advance of the change. Otherwise, to assist MiCase users (i.e., CPs and NCPs) or for the most up-to-date published materials about MiCase functionality, IV-D staff may reference the Release Information page on mi-support.

4.1.4 Communication to CPs and NCPs

A. MiChildSupport Workgroup Recommendations and Website Design

The MiChildSupport Workgroup develops recommendations for communication to CPs and NCPs who currently use MiCase or who have not yet set up an account. In addition, MiCase is designed with the users’ needs in mind; it is intuitive like many web applications. Consequently, functionality and improvements to the site require little communication or training outside the application itself.

⁴⁹ To access the Release Information page on mi-support, click “MiCSES” under the Systems tab and then “MiCSES Release Information.”

B. Child Support Marketing Cards

The Child Support Marketing Card (DHS-Pub-139)⁵⁰ provides useful information to customers regarding the Interactive Voice Response (IVR) system, the MiChildSupport website, the customer's local FOC and PA office, the Michigan State Disbursement Unit (MiSDU), and the role of OCS.⁵¹

OCS supplies local offices with Child Support Marketing Cards as needed for distribution to CPs and NCPs. To order more cards, IV-D staff will enter a Child Support Help Desk ticket and:

- Include the name and address of where they want the cards sent, along with an email address; and
- Include the approximate number of cards needed.

Note: Cards must be ordered in groups of 500.

4.2 Updates to Personal Information Through MiCase

For verified MiCase users,⁵² MiCase will display personal data elements, including:

- Legal, mailing and residential address(es);
- Phone number (mobile and home);
- Email;
- Name;
- Date of birth; and
- Last four digits of the user's SSN.

Personal information that can be updated by the MiCase user will display as editable.

4.2.1 Personal Information Available for Online Updates

Verified MiCase users may update their own:

- Legal, mailing, and residential address(es);
- Phone number (mobile and home); and/or

⁵⁰ There are two versions of the DHS-Pub-139: FOC offices use the DHS-Pub-139-FOC, and PA offices use the DHS-Pub-139-PA. For more information on the Child Support Marketing Card, reference the [Public Materials](#) page on mi-support.

⁵¹ OCS has recommended to the Customer Service Workgroup that information about the public Calculator be added to the Child Support Marketing Card.

⁵² Ref: Subsection 3.4.3(B), "Verified Users and Unverified Users," in this manual section for more information.

- Email.⁵³

MiCase will send updates to MiCSES for immediate processing without a need for IV-D worker intervention.

Note: Case participants who need to update other personal information such as name, date of birth, and/or SSN may complete and submit a *Change in Personal Information* (FEN350/FOC 108) form or report the change to IV-D staff.⁵⁴

Participants cannot update the personal information of a dependent or another party on their case(s).

A. Addresses

1. Address Types

Case participants may update the following address types in MiCase:⁵⁵

- M – Mailing;
- L – Legal; and
- R – Residential.

MiCase displays a “plain-language” description for each address type. The description explains the purpose of the address type and how the child support program uses it.

2. Address Validation and Format

The MiChildSupport Portal will use a tool to validate addresses entered by MiCase users. This tool will not verify a participant’s address; it will only validate the address exists in the U.S. Postal Service system.⁵⁶ It will ensure the address is standardized according to U.S. Postal Service formatting requirements.

When a MiCase user updates an address, MiCase will display an address suggestion in the U.S. Postal Service format if it is different than the one the user entered. Users will have the option

⁵³ Ref: Subsection 4.2.1(C), “Email,” in this manual section for more information about email addresses.

⁵⁴ Future MiCase updates will allow additional personal data elements to be updated by a user in MiCase. OCS will announce these updates in a future communication.

⁵⁵ Ref: Subsection 3, “Address Updates Submitted Through MiCase,” in [Section 3.15, “Addresses,” of the Michigan IV-D Child Support Manual](#) for details on MiCSES’ processing of address updates from MiCase.

⁵⁶ This address validation service will not occur with the Child Support Release on September 8, 2023. OCS will announce implementation of the service in a future communication.

of “accepting” or “rejecting” the proposed address format before submission.

B. Phone Numbers

MiCase will display the home phone and mobile phone numbers that the user currently has in MiCSES.⁵⁷ When users update their phone number, MiCase will validate that it is the appropriate length, it does not include any non-digit characters, and it meets country-specific formatting rules and requirements.

C. Email

There are two email address fields both on MiCase and on the *Member Demographics* (DEMO) screen in MiCSES. One email address field must be updated in MILogin, and the other email address field can be updated in MiCase.

1. *MILogin Email* Field

The email address a case participant uses to gain access to MILogin is displayed on MiCase in the *MILogin Email* field. This is the email address to which MiCase will send notifications. This email address is displayed as *MILogin Email* on the DEMO screen.

Only MiCase users can change their *MILogin Email* field. MiCase users cannot change their *MILogin Email* field within MiCase but must instead navigate to MILogin and change it there. Then, when they navigate from MILogin to MiCase, the email address changes will sync in MiCase and be updated in the *MILogin Email* field on the DEMO screen.

2. *Email* Field

The email address in this field may or may not match the one in the *MILogin Email* field.⁵⁸ This email address also displays on the DEMO screen in the *Email* field under *Additional Contact Info* on the *Contact Info* tab. The MiCase user can update the *Email* field in MiCase. For the updated email address to be considered valid, the user must include:

⁵⁷ If there is no phone number in MiCSES, MiCase will display that there is no home phone or mobile phone on file in the phone number field.

⁵⁸ If there is no email address in MiCSES, MiCase will display that there is no email address in the *Email* field.

- The “@” symbol with at least one character before and after it; and
- A valid format for the domain name.

IV-D workers may also change the *Email* field on the DEMO screen, overriding what the MiCase user entered. If a IV-D worker learns of a needed change to this field, (s)he should encourage the case participant to make the change in MiCase. However, the IV-D worker can change it on the DEMO screen if (s)he is certain that is the desire of the MiCase user.

4.2.2 Consent to Update Personal Information in MiCase

Before verified users can submit their personal information updates, MiCase will ask them to confirm their intent to update their information and consent to it being updated in MiCSES. Once confirmed, MiCase will send the updated information to MiCSES.

4.2.3 Notification to the MiCase User

Upon submitting their updates, MiCase users will receive a confirmation email at their MILogin email address. After MiCSES processes the update, MiCase will display the status of the update within the user’s account.

On rare occasions, MiCSES may not be able to process the submitted information. If that happens, users will receive an email at their MILogin email address indicating their changes could not be processed. The email will instruct users to resubmit their changes in MiCase or contact the MiCase Administrator by using the “Contact” link.

4.2.4 Notifications to IV-D Staff

MiCSES will send an informational alert to FOC and/or PA staff when a case participant’s personal information has been updated through MiCase. MiCSES will send a:

- *Personal Information Update PA* (PIUPA) alert to PA staff; and/or
- *Personal Information Update FOC* (PIUFOC) alert to FOC staff.⁵⁹

⁵⁹ PIUPA and PIUFOC are optional informational alerts. No IV-D worker intervention is needed for these alerts, and MiCSES will delete them from the *Alert Detail* (ALRT) screen after 15 days. Ref: [MiCSES Quick Reference Guide: ALRT – View Alerts and/or Generate an Alert Report](#) for more information.

MiCSES will also automatically enter a IV-D case-level note⁶⁰ on the MiCSES NOTE screen once an update is successfully completed. The case-level note will state a personal information update was submitted on MiCase and will include the:

- Participant's name as shown on the DEMO screen;
- Participant's IV-D Member ID; and
- Personal information that was updated (e.g., a legal, mailing, or residential address).

4.2.5 *Personal Information Updates Form*

Once a user has submitted a personal information update and it has been processed in MiCSES, MiCSES will automatically generate a *Personal Information Updates* form capturing the data elements updated.

MiCSES will store a PDF copy of the *Personal Information Updates* form on the FHST⁶¹ screen for IV-D staff to view. PA and FOC staff may provide the form upon request by the court to confirm a participant updated his/her address in MiCase.⁶²

4.3 *Ask a Question Feature*

Verified MiCase users can communicate with IV-D staff if the county IV-D office where their case is located has opted in to the *Ask a Question* feature.⁶³ If a MiCase user's docket resides in a county that does not participate in the *Ask a Question* feature, (s)he will not be offered the feature. If a MiCase user has multiple dockets in different counties, MiCase functionality will properly display each county's adopted approach.

FOC and PA staff can use the *Ask a Question* feature to communicate with verified MiCase users if the county where the user's case is located has opted-in to this feature.

4.3.1 MiCase Users Initiating a Question

On the *Ask a Question* page, MiCase users can choose from a drop-down list of standard pre-defined questions, questions created by the

⁶⁰ Ref: [Introduction to MiCSES: NOTE – Notes Processor Screen Job Aid](#) for more information on case-level, member-level, and docket-level notes in MiCSES.

⁶¹ Ref: [MiCSES Screen Description: FHST – Historical Reprints](#) for more information on document generation history.

⁶² Ref: Section 3.15 of the *Michigan IV-D Child Support Manual* for more information.

⁶³ The *Ask a Question* feature is available on the MiChildSupport Portal Customer Communication Dashboard. Subsection 2.2 of this manual section explains how counties can opt in or out of the *Ask a Question* feature and how IV-D workers can reach the Customer Communication Dashboard through MiCSES.

MiCase Liaison, or a “free-form” text field that allows users to enter their own question.⁶⁴ After the user submits his/her question, MiCase will send an email notification to a single gatekeeper email account in the county where the user’s docket resides. The email subject line will indicate that the email is from a MiCase user, and it will describe the type of question being asked. The MiCase Liaison will then answer the question in MiCase or forward the question to another IV-D worker who will be responsible for responding to the question in MiCase.⁶⁵

4.3.2 FOC and PA Staff Initiating a Question

FOC and PA staff may initiate a question to verified MiCase users through the *Ask a Question* feature. They may select a question from a list of standard questions created by the MiCase Liaison, or they may enter a question into a “free-form” text field. MiCase will send users an email or text alert stating that a message is waiting for them on MiCase. MiCase users can then log in, read the message, and respond. This feature also allows users to send an attachment. For example, if a PA asks a user for a copy of a document, the user may attach it and send it through MiCase.

The *Ask a Question* feature provides another method for FOC and PA staff to obtain information from CPs and NCPs. However, FOC and PA staff cannot use communication through MiCase to determine that a CP or NCP is not cooperating with a requested action. If a CP or NCP does not respond through MiCase, FOC and PA staff must use other communication methods to make contact.⁶⁶

4.4 MiCase Technical Support, Assistance and Communication

MiCase users may send technical questions to the MiCase Administrator through the “Contact” link located on the MiChildSupport Welcome page.⁶⁷

When a MiCase user clicks the “Contact” link, (s)he will be directed to a Contact Us page that is specifically tailored to MiCase. On this page, the user will be required to enter his/her contact information and email address. The MiCase user will also select his/her technical question from a drop-down list of pre-defined questions that are tailored specifically to MiCase issues. MiCase sends all technical support questions to the MiCase Administrator.

⁶⁴ MiCase Liaisons in counties that participate in the *Ask a Question* feature will have the option to make the “free-form” text field available for users in their county.

⁶⁵ Ref: the subsection “Disclosure of Confidential IV-D Information” in Section 1.10 of the *Michigan IV-D Child Support Manual*.

⁶⁶ Ref: [Section 2.15, “Cooperation/Noncooperation/Good Cause,” of the Michigan IV-D Child Support Manual](#).

⁶⁷ The MiCase Administrator does not have a direct phone number published on MiCase.

4.4.1 Requests for Assistance

A. MiCase Administrator Actions

The MiCase Administrator manages requests for assistance using an established internal procedure. (S)he communicates with MiCase users via email at the address provided by the MiCase user on the Contact Us page. (S)he helps resolve users' application- or site-related issues or directs them to contact the appropriate FOC office if they have case-specific questions.

1. Requests for Technical Assistance

If MiCase users request technical assistance related to web browsers and Internet access, the MiCase Administrator will send them a standard email reply with the requirements needed to view information on the MiCase website. If MiCase users request further assistance in accessing MiCase, they will be directed to contact their Internet provider.

2. Case-Specific Questions

If MiCase users have case-specific questions or they want to change their mailing address, the MiCase Administrator will send them a standard email reply directing them to contact their FOC office. A link to contact information for all [FOC offices](#) is available on the Contact Us page.

The MiCase Administrator has access to standard web protocols that include MiCase activity logs related to the entry of data on specific days and times. The MiCase Administrator does not have access to:

- User passwords; or
- Any user case-specific information in MiCase or MiCSES.

County FOCs or Local Options Administrators seeking to display an announcement or message on the MiCase website may contact the Child Support Help Desk and enter a Help Desk ticket.⁶⁸

B. IV-D Worker Actions

CPs and NCPs are directed to contact their IV-D worker if they have a need for case-specific information. The IV-D worker is not expected to respond to MiCase users about any MiCase website mechanics or functioning. IV-D workers must advise users who have MiCase

⁶⁸ Ref: Subsection 4.4.2 of this manual section for more information.

technical problems to email their questions through the MiCase “Contact” link.

Note: It is important to remember that member merge issues are case-based problems and cannot be resolved by the MiCase Administrator. If CPs or NCPs cannot see all their dockets due to the dockets not being merged, they will not have access to that information unless a member merge happens in MiCSES. In some instances, a member merge may not be possible due to the complexity of the data.

IV-D workers may contact the Child Support Help Desk for assistance on questions related to the functioning of the MiCase website. However, IV-D workers must not tell MiCase users to contact the Child Support Help Desk directly.

4.4.2 Informing CPs and NCPs

A. Broadcasting of Messages

The MiCase Administrator can add, change, or delete any statewide or county-specific alerts or error messages appearing on the MiCase website as directed by county management or OCS.

Statewide messages appear on the MiChildSupport Welcome page and the MiCase home page.

County information displays only for the county where the case resides. For example, if a user selects his/her case that resides in county X, only county X messages will display.

B. What’s New? Page

MiCase has a [What’s New?](#) page that displays information on all releases and new functionality added to MiCase.

C. County Contact Information

A link to a page that lists all counties’ contact information is available via the Contact Us page on the MiCase website. The county information that appears on the website is drawn from the MiCSES *County Profile Information Editor* (FCPE) screen.

County FOCs or Local Options Administrators wanting different or additional information on the MiCase county contact page may contact the Child Support Help Desk and enter a Help Desk ticket to request changes. Changing the county information that displays on

MiCase will not affect the county information stored in MiCSES. In addition, changing county information in MiCSES will not change the county information on MiCase.

D. Frequently Asked Questions on MiCase

MiCase has a link to [Frequently Asked Questions](#). The Frequently Asked Questions (FAQs) are available to users who have not yet logged into MiCase as well as those who are logged into the website.

E. Notifications

MiCase offers users the option to receive notifications regarding various events related to their child support case(s). MiCase currently provides the following types of notifications:

- Address Missing
- Court Dates
- Account Charged
- Account Charged 1 Day
- Account Charged 3 Days
- Account Charged 5 Days
- Payment Confirmed
- Account Overdue
- Bench Warrant Issued
- Worker Response
- New Document Received
- Payment Received
- Billing Coupon Available

These notification types are listed on the Notification Settings page. For each type, users may choose to receive notifications via:

- MiCase (the Notifications page);
- Email; and/or
- Text message.

Users can choose whether to receive notifications through one or more of these methods, and they may change their notification settings at any time. Users will not be sent any notifications unless they choose to receive them by making their selections in the Notification Settings in MiCase.⁶⁹

⁶⁹ Ref: *MiCSES Customer Information Guide: MiCase Web Site* for more information.

Notifications will not contain any member information. The notifications will simply alert users that there is information regarding the notification topic in their MiCase account. For example, if a user receives the notification “New Document Received,” the user must access his/her MiCase account to view the document.

1. MiCase (the Notifications Page)

When users select a notification type, they will be asked, “Would you like to receive this notification?” If they click “Yes,” they will receive that notification via the MiCase Notifications page. This page displays notifications from most recent to oldest.

Notifications are categorized as Informational or Action:

- Informational notifications are deleted automatically after 30 days.
- Action notifications are displayed until the conditions for the notification are met.

When users receive a notification on MiCase, the number of new notifications will appear as a small indicator next to the envelope icon in the upper-right corner of the screen.

2. Email and/or Text Notifications

In addition to receiving notifications on the Notifications page, users may receive notifications via email and/or text message.

If users choose to receive notifications via email, they must confirm their email address. MiCase will email users a link, and they will click the link to confirm their email address.

If users choose to receive notifications via text, they will be asked to enter their mobile phone number. They will then be asked to confirm their mobile phone number. MiCase will text a PIN to their mobile phone number, and users will enter that PIN into MiCase.

IV-D workers with the MiCSES role of Admin Support are global MiCase users. They have view-only access to MiCase participants’ email addresses, phone numbers, and other information via the MCSE screen in MiCSES. Ref: Subsection 2.1 in this manual section for more information about MiCase global users.

4.5 Displaying Forms on MiCase

MiCase has the ability to display MiCSES forms and letters.⁷⁰ This functionality allows MiCase users to access previously mailed MiCSES forms and letters through MiCase.

The MiChildSupport Workgroup has developed a governance process that determines which forms and letters are appropriate for display on MiCase. The MiChildSupport Workgroup will use this process to determine which MiCSES forms and letters to make available on MiCase.

4.5.1 Criteria for Displaying Forms

The MiChildSupport Workgroup will approve for consideration forms and letters that meet the following requirements:

A. Generated by an FOC Office

MiCase requires a user to have both a IV-D case and a docket. Forms and letters generated prior to the creation of the docket are not available for display.

B. Generated a Yearly Volume That Is Greater Than 10,000

The most frequently used forms and letters will be available first.

C. Printed Centrally

On-demand forms and letters printed locally need MiCSES design efforts before being made available for display; therefore, only items printed centrally are eligible to display on MiCase.

D. Contains the Address of a Single Party

Due to potential family violence risks, only forms and letters addressed to a single party are eligible to appear on MiCase.

E. Addressed to an NCP or CP

Employer or financial institution forms and letters are not available for display.

⁷⁰ This functionality was implemented with the MiCase 5.1 Release in October 2012.

F. Contains a Single Mailer Page

Complex forms and letters with multiple mailer pages need further design and analysis and are not available for display.

G. Generated on or after January 1, 2010

Only forms and letters generated after January 1, 2010 will display.

The MiChildSupport Workgroup will revisit these criteria on a periodic basis.

4.5.2 Announcing Forms for Display

An email notification will announce all newly approved forms and letters for display on MiCase.

4.6 Differences Between the FOC IVR⁷¹ System, the MiSDU, and MiCase

The information available to MiCase users on the MiCase website is similar to the information available to CPs and NCPs on the FOC IVR system. Due to differences in the batch schedules for payment and enforcement updates with these information sources, MiCase users may experience a temporary discrepancy when accessing information. The information available to CPs and NCPs on the FOC IVR system, MiSDU, and MiCase should be congruent within a timeframe of about one day.

The MiCase display is derived from MiCSES source data (screens, fields, and codes) that are described in the *MiChildSupport Web Site Customer Information Guide*. This guide also identifies the differences between the case information users hear on the IVR and the information users see in MiCase.

The MiCase website does not describe the reasons for any observed discrepancies in payment or enforcement information. The MiCase website directs MiCase users to contact the FOC with questions about their payment or enforcement information.

⁷¹ For more information on the FOC IVR, reference [IV-D Memorandum 2016-036, New FOC Interactive Voice Response \(IVR\) System Information and Related Updates](#).

5. Online IV-D Child Support Services Application/Referral (e1201)

5.1 Overview

The e1201 application, which was launched statewide in April 2014,⁷² allows applicants to electronically apply for IV-D services. The e1201 uses a self-directed, interview-style approach⁷³ to guide applicants through the application process. It allows for increased accessibility, efficiency and convenience for applicants, IV-D staff and partner agencies. The paper DHS-1201 is still available; the e1201 does not replace the DHS-1201.

The e1201 allows applicants to complete and submit the IV-D application online. The e1201:

- Guides the applicant while (s)he completes the request for IV-D services;
- Ensures that the applicant provides all required information;⁷⁴ and
- Allows an applicant to identify *multiple* NCPs for multiple children through a single electronic interview process. For example, a grandmother can apply for services for multiple children in her home, each with different parents, by completing a single (albeit expanded) electronic interview.

5.2 e1201 Applicant Experience

The e1201 is designed to obtain information for all fields on the online DHS-1201⁷⁵ but will not require the applicant to complete all fields. The e1201 will ask the applicant follow-up questions based upon his/her answers to previous questions. While the e1201 requests all relevant information pertaining to the application, the applicant may leave information blank. Consequently, some fields on the resulting online DHS-1201 may be blank.

Before the e1201 allows an applicant to submit an application, (s)he must provide, at a minimum:

- His/her first and last name and address;
- The child(ren)'s name(s) and SSN(s) or date(s) of birth;
- The name of the person with whom the child(ren) is living; and

⁷² OCS conducted a limited pilot of the e1201 between November 2013 and April 2014.

⁷³ This is a similar approach taken by self-guided/directed, context-sensitive software, such as certain income tax return software.

⁷⁴ Ref: Subsection 5.2, "e1201 Applicant Experience," in this manual section for the specific information that the e1201 requires. The Support Specialist may still need to contact applicants to obtain more detailed information in order to progress the case.

⁷⁵ "Online DHS-1201" is used throughout this manual section to refer to the PDF application form(s) that results from completion of the e1201.

- Responses to the acknowledgements in sections F and G of the DHS-1201, including disclosure of the applicant's SSN and receipt of the pamphlet *Understanding Child Support: A Handbook for Parents* (DHS-Pub-748).⁷⁶

If the applicant does not provide the minimum required information, (s)he will not be able to submit the online application. Future versions of the e1201 may require the applicant to provide more information depending upon the applicant's relationship to the child and the NCP.

As the applicant progresses through the interview questions, the e1201 displays a progress bar showing the applicant where (s)he is in the application process. The e1201 also allows the applicant to save his/her application and complete it at a later date, if needed.

When the applicant begins the e1201, the e1201 creates an *application* identification number (ID). This is an internally generated unique number used to track the association between the applicant and his/her e1201.

During the submission process, the applicant will have an opportunity to print or save the resulting online DHS-1201(s).⁷⁷ Instructions in the e1201 recommend that the applicant print the online DHS-1201(s) for his/her records. In certain cases (such as when there are existing orders, a personal protection order, etc.), the e1201 will inform the applicant that (s)he must print the online DHS-1201(s) and mail it to OCS along with other required documents.

5.3 Processing the Resulting Online DHS-1201s

The e1201 creates a completed online DHS-1201(s) as a PDF file. The online DHS-1201 contains the following information in the "Return completed application to" section on its signature page:

Application Submitted Electronically
Application ID: 9999999999-8888888888⁷⁸

The PDFs may be accessed indefinitely via the MiChildSupport Portal. This allows MiCase global users to view submitted online DHS-1201s as needed for case processing.⁷⁹

⁷⁶ The e1201 provides a link to the DHS-Pub-748.

⁷⁷ The e1201 creates as many online DHS-1201s as needed, creates a unique *form* ID for each online DHS-1201 (different from the unique application ID discussed above), and stores each online DHS-1201 as a separate PDF file.

⁷⁸ In this example, 9999999999 is the *application* ID and 8888888888 is the *form* ID. These IDs are discussed in Subsection 5.2 of this manual section.

⁷⁹ OCS has filed a ticket (INC000000449196) to make the PDF accessible within MiCSES as well as the MiChildSupport Portal. This will be considered for a future release.

When an applicant submits an e1201, the MiChildSupport Portal will automatically transmit the information in the e1201 to MiCSES. MiCSES processes e1201 applications in a manner similar to that used for automated referrals from Michigan's assistance program system, Bridges.⁸⁰

6. Online Child Support Response Form (e842)

6.1 Overview

CPs who have been referred to the child support program based on their receipt of public assistance benefits must provide information to OCS to begin their child support case. The e842 allows CPs to provide this information electronically via the MiChildSupport Portal. The e842 uses a self-directed, interview-style approach similar to the e1201 to guide CPs through the interview process. It provides increased accessibility, efficiency, and convenience to child support services for CPs, IV-D staff and partner agencies. CPs who are unable to complete the e842 may call OCS at (866) 540-0008 to provide the requested information.

6.2 e842 CP Experience

After a CP is referred to the child support program, (s)he will receive the OCS0015 directing him/her to provide required information to help OCS start a child support case. If the public assistance referral results in the creation of multiple IV-D cases, the CP will receive a separate OCS0015 for each IV-D case created.⁸¹

The e842 is designed to collect case and member information, but it will not require the CP to provide all requested information.⁸² Consequently, some fields on the resulting e842 PDF may be blank. It will be prepopulated with information from MiCSES, allowing the CP to provide only the missing information or to correct the prepopulated information. The e842 will ask the CP subsequent questions based upon his/her answers to previous questions.

However, before the e842 allows a CP to submit an application, (s)he must, at a minimum, provide:

- His/her first and last name;
- His/her date of birth;
- His/her SSN;

⁸⁰ Ref: [Section 2.05, "Referrals and Applications," of the Michigan IV-D Child Support Manual](#) for more information on the e1201.

⁸¹ When a IV-D case has enough information to proceed, the Support Specialist will review the case before creating a court action referral.

⁸² A CP may be the mother, the father, or a third party. Third-party CPs may not be able to provide all the required information and therefore may need to speak to a Support Specialist to progress the case.

- His/her residential and mailing addresses;
- Marital information about the child(ren)'s mother, including her marital history and her former spouse's name;
- The child(ren)'s first and last name(s);
- Child(ren)'s date(s) of birth (if the CP is the mother);
- The relationship of the CP to the child; and
- The relationship of the NCP to the child.

If the CP does not provide the minimum required information for submission, (s)he will not be able to submit the e842. If the CP provides the minimum required information but fails to provide the additional information that IV-D staff typically need to progress the case, (s)he will need to call OCS to progress his/her case. The e842 status, explained below, will inform the CP of this expected next step.⁸³

As the CP progresses through the e842 interview questions, the e842 displays a progress bar showing the CP where (s)he is in the process. The e842 also allows the CP to save his/her information and complete the e842 later, if needed.

The e842's case Selection Page will provide a status of the CP's IV-D case to inform him/her about the progress of the case. The possible case statuses and their corresponding scenarios are listed below.

Case Status	Scenario
Not Started	The SS Activity Chain ⁸⁴ is open, but the CP has not started the e842.
Not Submitted	The SS Activity chain is open and the CP has started the e842 but has not submitted it yet.
More info needed, call 1-866-540-0008 to provide information as directed by your letter.	The SS Activity Chain is open but the CP submitted an incomplete e842. ⁸⁵
More info needed, call 1-866-540-0008 to provide information by xx/xx/xxxx. ⁸⁶	The SS Activity Chain is open, the CP submitted an incomplete e842, and an OCSCONT2 has been sent.
Submitted, OCS processing response form.	The SS Activity Chain is open and the e842 has been submitted with all of the

⁸³ Ref: Section 2.05, Subsection 5.5.3 for further discussion of the additional information typically needed to progress the case.

⁸⁴ Ref: [MiCSES Customer Information Guide: SSACT – Support Specialist Case Activity Chain](#) for more information.

⁸⁵ An incomplete e842 is one that was submitted without enough information for the SS to proceed with the case.

⁸⁶ The date that appears in the case status will be the same date that appears in the *Customer Contact Letter 2* (OCSCONT2).

Case Status	Scenario
	information that is required for SS review.
OCS processed response form. You will be contacted for further action.	The CP submitted a complete e842, and the IV-D case has been referred to the PA.
Not cooperating, call 1-866-540-0008.	The case is in noncooperation.
Response form submitted but not yet processed. Call 1-866-540-0008 if needed.	The SS Activity Chain is closed and an e842 has been submitted, but the IV-D case has not been referred to the PA.
Call 1-866-540-0008 by xx/xx/xxxx ⁸⁷ to provide more information.	The SS has sent the OCSCONT to the CP.

6.3 Processing the e842

Once the CP submits the e842, a PDF copy of the e842 will be available for him/her to print and retain. Also, the PDF will be stored on the *Historical Reprints* (FHST) screen in MiCSES. MiCSES will then process the information obtained from the e842 and update the case through the overnight referral batch processes.⁸⁸

6.4 e842 Technical Assistance and Password Resets

e842 users who are experiencing technical difficulties, or who have forgotten their passwords may follow the same processes outlined for MiCase users in Subsection 4.4 of this manual section.

7. MiChildSupport Calculator

The public Calculator was added to the MiChildSupport Portal in August 2016.⁸⁹ A link to the public Calculator is also available on the [SCAO Michigan Child Support Formula \(MCSF\) website](#) and any websites for local offices that have elected to include a link. The public Calculator allows anyone with access to the Internet to calculate child support in accordance with the MCSF.⁹⁰ The Michigan IV-D program made the MiCSES Calculator⁹¹ available to the public to:

- Promote transparency in how child support amounts are calculated;

⁸⁷ The date that appears in the case status will be the same date that appears in the *Customer Contact Letter* (OCSCONT).

⁸⁸ Ref: Section 2.05 of the *Michigan IV-D Child Support Manual* for more information on case processing and the e842.

⁸⁹ Ref: [MiCSES 9.2 Release materials](#).

⁹⁰ The MiChildSupport Calculator does not require a user to login, and therefore a MiLogin account is not required to access the calculator.

⁹¹ Ref: [MiCSES Screen Description: CALC – MiChildSupport Calculator](#) for more information about the (MiCSES) MiChildSupport Calculator.

- Allow the public, particularly NCPs, CPs, and attorneys, the opportunity to calculate consistent, accurate child support amounts; and
- Increase the MiChildSupport Calculator's portability.

7.1 Public Calculator Design

The public Calculator performs the same calculations as the MiCSES Calculator; if a user enters the same data into both calculators, the results will be the same. Also, each calculation can include up to two parents and one non-parent custodian. Although the underlying mathematical calculations in the public Calculator are the same as in the MiCSES Calculator, the user interface for the public Calculator looks different than the interface for the MiCSES Calculator.

Since public users are unable to enter a Help Desk ticket, a "Feedback" link is available so that users may provide direct feedback. This link will direct users to a survey regarding their experience with the public Calculator. MiCSES staff will review the survey results regularly and enter tickets for improvements to the public Calculator when appropriate.

The public Calculator structure is similar to the MiCSES Calculator. However, the public Calculator has a Welcome page in addition to six other pages that are divided by topic and content.⁹²

The *Welcome* page is the first page of the public Calculator. If a user has previously saved a child support calculation from the public Calculator, (s)he may upload the calculation file on the Welcome page to reuse or edit the calculation.⁹³ Additionally, the Welcome page includes all of the following information to assist the user:

- A description of the public Calculator;
- Examples of documents and information the user should have before starting the calculation;
- A brief explanation of the navigation through the public Calculator;
- A description of the save and upload functionality;⁹⁴ and
- Helpful hints to create the best result.

⁹² The six other pages of the public Calculator are Getting Started, Children, Financial, Child Care, Medical, and Results.

⁹³ For more information on the save and upload functionality, reference Subsection 7.5 of this manual section.

⁹⁴ This includes a warning not to save private information to a public computer.

7.2 Help Features Within the Public Calculator

Help features within the public Calculator include information icons and hyperlinks to specific sections of the MCSF. The help features provide users with information they need to complete a calculation.

7.2.1 Information Icons

Information icons⁹⁵ appear throughout the public Calculator next to the applicable term or field, to provide additional instruction or information about what the user should enter or consider entering in the field. When a user clicks the information icon, a pop-up window will open with additional text to assist the user. After the user closes the window, (s)he will return to the same point in the public Calculator (s)he was in before clicking the information icon.

7.2.2 MCSF Hyperlinks

In addition to appearing in the footer of each page of the public Calculator, MCSF hyperlinks appear in the information icon text and on the *Results* page. In most instances, the MCSF hyperlink will direct the user to the specific section of the MCSF that is applicable to the data field or concept the information icon text is describing. This link will open the MCSF information in a new window.

7.3 Other Help Resources Available

OCS worked with partners, subject matter experts, and local county staff in developing materials that IV-D workers can provide to public users to help them navigate and enter information in the public Calculator. The materials are available to the general public on the MiChildSupport Portal. The materials are also available for local offices to share when NCPs, CPs, and others have questions about the public Calculator.

Users can navigate to the help resources by clicking the “Contact” link. This link will direct the user to a Contact Us page tailored to the public Calculator.⁹⁶ The Contact Us page includes a “Contact Us” section,⁹⁷ a “Help Materials” section, and a “What’s New?” section.

⁹⁵ Information icons appear as a small cursive “i” within a blue circle.

⁹⁶ Ref: [MiChildSupport Release Notes: December 16, 2016.](#)

⁹⁷ Ref: Subsection 4.4 of this manual section for more information on the Contact Us page.

7.3.1 Contact Us

The “Contact Us” section includes an option to “Contact Someone Regarding a Michigan Child Support Formula Question.” This option takes a user to the SCAO MCSF website.⁹⁸

7.3.2 Help Materials

The “Help Materials” section provides the following help materials:

- A. A [MiChildSupport Calculator Quick Start Guide](#) that has helpful information about getting started with the public Calculator;⁹⁹
- B. [MiChildSupport Calculator Frequently Asked Questions](#) (FAQs)¹⁰⁰ that include solutions to common questions, issues, and scenarios;
- C. *MiChildSupport Calculator Complex Questions* that include solutions to complex questions, issues and scenarios;
- D. Instructions for saving and uploading previously saved calculation inputs.

7.3.3 What’s New?

The “What’s New?” section describes any recent changes made to the public Calculator.

7.4 Calculation Results

After the user enters the appropriate data to calculate support, the public Calculator creates a Results page that is similar but not identical to the MiCSES Calculator Results page. The Results page shows the detailed results of the support calculation. Users are informed on the Welcome page that this document is not a support recommendation or a support order.¹⁰¹

Public users can print the results of their calculations. (Ref: [Exhibit 1.35E1](#) to view a sample *MiChildSupport Calculator Results* printout.)¹⁰² However, the printout will look different than the *Calculation Results* (CALCRSLT) template

⁹⁸ Ref: Subsection 4.4 of this manual section for additional Contact Us information.

⁹⁹ The *Quick Start Guide* is for NCPs and CPs and for attorneys, judges and referees. OCS Training Services created and approved the guide and will maintain it. OCS will provide printable materials for local offices to give to public users.

¹⁰⁰ OCS Training Services created and approved the FAQ document and will maintain it.

¹⁰¹ Ref: [Section 4.20, “Support Recommendations and Order Entry,” of the Michigan IV-D Child Support Manual](#) for more information about the *Uniform Child Support Order*.

¹⁰² The configuration of the data in the header and footer will differ based on which Internet browser is used to print the results. The header and footer sections will always contain the name “MiChildSupport Calculator Results,” the date that the report was printed, and the page number for each page that is printed. The format of the information in the printed results will not vary.

provided in the MiCSES Calculator.¹⁰³ Refer to the job aid [MiChildSupport Calculator Terminology Differences](#) for more information on the differences between the terminology used within the public Calculator and the MiCSES Calculator.

7.5 Save and Upload Functionality

The public Calculator provides users the ability to save their child support calculation at any time after they complete the Getting Started page. This allows them to retain information from the Calculator on their computer (or other storage device, such as an external hard drive or USB flash drive) and later upload that information to review or edit the inputs and create a new calculation.¹⁰⁴

OCS and MiCSES are not responsible for storing or securing data after it has been saved on a public user's device. However, the MiChildSupport Portal does have security in place to prevent tampering and viruses when information is uploaded. When a user uploads a saved calculation, the public Calculator will recalculate the results; therefore, if a user has made a change to his/her saved file, the results will be updated.

7.6 Application Timeout

The public Calculator has a 15-minute timeout feature. This is a security measure to protect the user's data. When a user has not taken any action on a page for 15 minutes, the public Calculator session will close. The user will receive a warning message before the end of the 15 minutes. There is text on the Welcome page to inform users of the timeout feature.

8. Child Support Verification Tool (CSVT)

8.1 Overview

The Michigan State Housing Development Authority (MSHDA) is a state agency that provides financial and technical assistance through public and private partnerships to create and preserve safe, decent, and affordable housing. As part of its duties, MSHDA and its agents (MSHDA housing representatives) administer housing assistance programs. Federal regulations require, as a condition of housing assistance, that applicants and participants sign a waiver authorizing MSHDA housing representatives to verify their income information which includes, but is not limited to, child support payments they have

¹⁰³ Ref: *MiCSES Screen Description: CALC – MiChildSupport Calculator* for more information on the CALCRSLT template.

¹⁰⁴ There is information on the Welcome page advising users that in order to protect their privacy, they should not save a support calculation to a public computer. Additionally, the data entered by users is not retained in the public Calculator or in MiCSES.

received.¹⁰⁵ MSHDA housing representatives must verify the income of an applicant or participant:

- When (s)he applies for housing assistance;
- Annually, to redetermine the participant's eligibility for housing assistance; and
- As needed, when there is a change in household composition or a participant reports a change in household income.

To streamline the verification of child support for housing assistance applicants and participants, OCS and MSHDA have entered into a data-sharing agreement and collaboratively developed the CSVT. MSHDA housing representatives with a CSVT user role¹⁰⁶ will access the CSVT through the MiChildSupport Portal.¹⁰⁷ The CSVT allows a limited number of housing representatives to verify the child support payments received by housing assistance applicants and participants. The CSVT's intended benefits are to:

- Provide an efficient child support verification process for MSHDA housing representatives;
- Reduce the number of paper verifications that IV-D staff would otherwise receive; and
- Identify and prevent potential non-reporting of child support income on the part of housing assistance applicants and participants, resulting in savings to taxpayers.

8.2 User Roles

The CSVT provides the following three user roles, each designed for specific, limited functions: OCS Auditor, MSHDA Gatekeeper, and MSHDA User. Each role is discussed in detail below.

8.2.1 OCS Auditor

The OCS Auditor is a CSVT administrator role assigned only to selected OCS Program Development Division (PDD) staff, for purposes of auditing CSVT usage.¹⁰⁸ The OCS Auditor may access a CSVT administrator page ("Admin Console") that allows him/her to access two reports as needed to audit user accounts and user activity:

¹⁰⁵ 24 Code of Federal Regulations (CFR) 5.236; 24 CFR 5.659; 26 CFR 1.42-5

¹⁰⁶ Ref: Subsection 8.2 of this manual section for information on CSVT user roles.

¹⁰⁷ MSHDA staff will be prompted to create a MiLogin account to access the CSVT. Ref: Subsection 3, "MiLogin," of this manual section for more information.

¹⁰⁸ Ref: Subsection 8.4 of this manual section for more information on CSVT user activity auditing.

- An Account Status report, which provides a list of all active CSVT user accounts and provides information regarding those accounts, such as the user's name, office, and contact information; and
- A User Activity report, which provides the following information on CSVT user activity:
 - A search number;¹⁰⁹
 - The SSN that was searched;
 - The date and time the query was performed;
 - Whether a detailed report was retrieved for that query; and
 - The username of the user who had performed the query.

The audit reports allow OCS and MSHDA to identify active and inactive accounts, detect and deter misuse of the CSVT, and support after-the-fact investigations of misuse.

An OCS Auditor may perform child support income verification queries¹¹⁰ but cannot create or manage user accounts.

8.2.2 MSHDA Gatekeeper

The MSHDA Gatekeeper is a CSVT administrator role assigned only to four MSHDA employees.¹¹¹ MSHDA Gatekeepers are responsible for the day-to-day oversight of CSVT user account management and activity. Specifically, MSHDA Gatekeepers are responsible for the following tasks:

- A. MSHDA Gatekeepers will review and approve the security forms submitted by MSHDA housing representatives requesting the MSHDA User role. MSHDA housing representatives will request the MSHDA User role by completing a *Michigan State Housing Development Authority Client Information System Enrollment Profile/Security Agreement* (MSHDA-1796a or MSHDA-1796b)¹¹² and submitting it to a MSHDA Gatekeeper.
- B. Upon receiving a MSHDA-1796a or MSHDA-1796b, the MSHDA Gatekeeper will confirm the identity of the individual submitting the

¹⁰⁹ A search number is a unique number assigned to each query.

¹¹⁰ Ref: Subsection 8.2.3 for more information on the income verification query.

¹¹¹ If needed, OCS and MSHDA may revise the number of employees assigned the MSHDA Gatekeeper role at a future date.

¹¹² State of Michigan MSHDA employees submit a MSHDA-1796a; MSHDA contractors submit a MSHDA-1796b. However, the names and content of these forms are subject to change.

form and that (s)he requires access to the CSVT in order to perform his/her job duties.

- C. MSHDA Gatekeepers will maintain copies of completed MSHDA-1796a and MSHDA-1796b forms for three years for audit purposes.
- D. MSHDA Gatekeepers will manage MSHDA User accounts.¹¹³ The MSHDA Gatekeeper will access the Admin Console to create and delete MSHDA User accounts and update account information for MSHDA Users.
- E. The MSHDA Gatekeeper must promptly remove access for any MSHDA User who no longer requires access to the CSVT. MSHDA Gatekeepers will audit MSHDA User accounts twice a year¹¹⁴ to ensure each user's access to the CSVT is necessary to perform his/her job duties. To assist in MSHDA User account management, the MSHDA Gatekeeper may access the Admin Console and view or print the Account Status report, which provides a list of all active CSVT user accounts.
- F. The MSHDA Gatekeeper will coordinate with the OCS Auditor during any user activity audits¹¹⁵ to ensure income verification queries are appropriate and authorized by the housing assistance applicants and participants whose information is being queried. To assist in this process, the MSHDA Gatekeeper may access the User Activity report through the Admin Console.
- G. The MSHDA Gatekeeper may also perform income verification queries and generate PDF documents of query results to assist in troubleshooting issues for MSHDA Users.

8.2.3 MSHDA User

The MSHDA User role has access to the CSVT.

A. Limitations on Use of the CSVT

Access to the MSHDA User role will be limited to MSHDA housing representatives and other MSHDA staff who, as part of their job duties, must verify the child support income of housing assistance applicants and participants. MSHDA Users will use the CSVT to verify the amount of child support the applicant or participant has received as part of the housing assistance process; CSVT access is not permitted for any other purpose. When performing a query, each

¹¹³ Ref: Subsection 8.2.3 of this manual section for information on the MSHDA User role.

¹¹⁴ Scheduled account reviews and user activity audits will take place in April and October of each year.

¹¹⁵ Ref: Subsection 8.4 of this manual section for more information on the user activity auditing process.

MSHDA User acknowledges (s)he is in possession of a waiver signed by the housing assistance applicant or participant that explicitly authorizes verification of the child support the applicant or participant has received.¹¹⁶ Unauthorized “browsing” of records is strictly prohibited; it will result in immediate termination of the user’s access and possible referral for prosecution.¹¹⁷

B. CSVT Verification Query

To submit a query, the user will enter the housing assistance applicant’s or participant’s SSN, which the CSVT will match against child support records. The entered SSN must **exactly** match an SSN maintained in MiCSES in order for the CSVT to return a result. If the CSVT does not return a result, a message will inform the user that no matching result exists.

If the CSVT finds an exact match, it will return the individual’s name and partially masked SSN, and will indicate whether the applicant or participant received child support. The user may also click a “report” button to retrieve a detailed report with the following data:

- The individual’s name;
- The individual’s partially masked SSN;
- The individual’s court-ordered support amount at the time of the query;
- A list of each child support payment the individual has received over the past 12 months, plus any support payments received in the current month;¹¹⁸ and
- The total amount of support the individual has received during the past 12 months, plus any support received in the current month.

Users may also generate a PDF copy of the report to satisfy MSHDA’s record-keeping requirements.

Note: If the CSVT does not return a result, but the applicant or participant says (s)he has a child support case, (s)he may contact the FOC to resolve the discrepancy.

¹¹⁶ MSHDA has updated its waiver forms to provide specific notice to individuals that housing representatives will verify their child support payment information as part of determining eligibility for housing assistance.

¹¹⁷ MSHDA agrees to immediately notify OCS of any suspected abuse or misuse of the CSVT or its data by contacting OCS at 517-241-7800 during business hours. If MSHDA discovers an incident during non-business hours, it will report the incident by contacting the DTMB Client Service Center. MSHDA will also report the incident to OCS on the next business day.

¹¹⁸ The CSVT will not identify the payment source of any support amounts to satisfy disclosure restrictions on certain data such as federal tax information.

8.3 Requesting Access to the CSVT

How a user will request access to the CSVT depends upon the role they are requesting. MSHDA housing representatives requesting the MSHDA User role will request access to the CSVT using MSHDA's existing security and confidentiality forms and system access process,¹¹⁹ whereas staff requesting the MSHDA Gatekeeper or OCS Auditor role will request access using OCS's security and confidentiality forms and system access process.¹²⁰

8.3.1 MSHDA Users

MSHDA housing representatives will request access as a MSHDA User by completing a MSHDA-1796a or MSHDA-1796b as appropriate and submitting it to a MSHDA Gatekeeper. By signing the MSHDA-1796a or MSHDA-1796b, a user agrees to:

- Comply with State of Michigan Computer Crime Laws;¹²¹
- Use the CSVT solely to perform his/her job functions;
- Escalate to MSHDA any threat to, or violation of, system security;
- Protect his/her username and password from unauthorized use;
- Abide by all applicable state and federal data privacy laws; and
- Protect data by logging off or locking his/her unattended workstation.

MSHDA Users will also submit requests to change account information and delete accounts to a MSHDA Gatekeeper. The MSHDA Gatekeeper will then create, change, or delete the account as necessary. This process will help ensure users requesting access are notified of the restrictions governing CSVT use.

8.3.2 MSHDA Users and Third-Party MILogin

MSHDA Users cannot access the CSVT through MILogin until they have been granted access by the MSHDA Gatekeeper as described above. MSHDA Users will register with "MILogin for Third Party"¹²² and request access to the MiChildSupport application. This registration process will not require identity verification in MILogin. However, for security purposes, when the MSHDA Gatekeeper grants access to the MSHDA user, (s)he will email users a unique token ID that they will enter upon

¹¹⁹ However, upon each login to the CSVT, all users will electronically sign a IV-D-specific security agreement.

¹²⁰ Ref: Section 1.10 of the *Michigan IV-D Child Support Manual* for more information and instructions regarding OCS security forms.

¹²¹ Michigan Compiled Law (MCL) 752.791, et seq.

¹²² MILogin for Third Party is the branch of MILogin that a non-State of Michigan employee logs into for business-related use. Users may access MILogin for Third Party at <https://milogintp.michigan.gov/>.

their first time accessing the CSVT. This email will also inform users that they must register with MILogin for Third Party.

8.3.3 MSHDA Gatekeepers and OCS Auditors

For the initial CSVT rollout, MSHDA will designate four MSHDA employees who will serve as MSHDA Gatekeepers. MSHDA will provide to OCS a list of those individuals on office letterhead, signed by the MSHDA Director of Rental Assistance & Homeless Solutions (“MSHDA Director”) or his/her designee. Also, MSHDA will submit a completed and signed *IV-D Program Request for Computer Access* (DHS-393) for each named MSHDA Gatekeeper.

MSHDA must notify OCS of any deletions, changes or additions to the MSHDA Gatekeeper list. The notice must be on office letterhead, must specifically state any changes to the list, and must be signed by the MSHDA Director or their designee. The notice must also be accompanied by completed security forms that are appropriate to the deletion, change or addition.¹²³

MSHDA will fax notices and appropriate forms to 517-373-4980, Attention: OCS PDD Authorized Requester.

OCS PDD staff requesting the OCS Auditor role will complete a DHS-393 and submit it to their Authorized Requester for approval. Likewise, users requesting a change to, or deletion of, an OCS Auditor account must complete and submit a DHS-392 or DHS-395, as appropriate.

8.4 CSVT User Activity Audit

Unauthorized disclosure or misuse of confidential information by CSVT users is prohibited and subject to state and federal laws imposing legal sanctions.¹²⁴ To detect and deter CSVT misuse, OCS and MSHDA will audit CSVT user activity at least once every six months or upon learning of possible or known misuse of the CSVT. MSHDA will keep copies of applicants’ and participants’ signed waivers for at least three years for audit purposes. OCS and MSHDA will use the process below to audit CSVT user activity.

The OCS Auditor will run the User Activity report, specifying a desired date range (e.g., six months). The User Activity report will return a list of queries performed by CSVT users during that date range. The OCS Auditor will use this report to audit CSVT access and CSVT usage.

¹²³ *IV-D Program Request to Delete Computer Access* (DHS-392), *DHS-393*, or *IV-D Program Request for Changing Computer Access* (DHS-395).

¹²⁴ 42 United States Code (USC) 3544(c)(3)(A)-(B).

An audit will consist of two activities. The first activity will verify that CSVT users have valid security forms on file, permitting authorized use of the CSVT. The OCS Auditor will create a sample by randomly identifying 5 percent of CSVT users or five users, whichever is higher, from the User Activity report. The MSHDA Gatekeeper will then verify that each user is authorized to use the CSVT. If non-compliance is identified, additional users may be sampled as agreed upon by OCS and MSHDA.

The second activity will verify that MSHDA housing representatives maintain a current waiver for applicants/participants who are queried. OCS will randomly select 10 queries from each CSVT user identified in the first audit activity. The OCS Auditor will send the sample to the MSHDA Gatekeeper in an encrypted spreadsheet. The MSHDA Gatekeeper will then confirm that the MSHDA User followed proper procedures to gain access to the CSVT, and that a signed, current waiver exists for each applicant in the sample. (S)he will immediately notify the OCS Auditor whether any discrepancies exist. If the audit reveals any unexplained discrepancies, the OCS Auditor will immediately escalate the issue to OCS management by beginning incident reporting procedures.¹²⁵

Upon completing the audit, the MSHDA Gatekeeper will provide the audit results in writing to the OCS Auditor within 30 calendar days of the initial request. The OCS Auditor will forward the audit results to the OCS Security Analyst, who will retain the results for three years for auditing purposes.

Note: If MSHDA passes its first full audit period¹²⁶ with 100 percent accuracy, OCS will sample only five queries per user in subsequent years' audits. However, if a subsequent year's audit finds non-compliance, the first-year audit structure will be reinstated for a one-year probation period. OCS and MSHDA will reinstate the reduced audit process if all audits pass in a probation year.

SUPPORTING REFERENCES:

Federal

42 USC 3544(c)(3)(A)

42 USC 3544(c)(3)(B)

24 CFR 5.236

24 CFR 5.659

26 CFR 1.42-5

State

MCL 752.791

¹²⁵ Ref: Section 1.10 of the *Michigan IV-D Child Support Manual* for more information on incident reporting procedures.

¹²⁶ For purposes of this policy, the "first full audit period" is defined as the first full year in which all MSHDA divisions expected to use the CSVT make actual use of the CSVT.

REVISION HISTORY:

[IV-D Memorandum 2023-015](#)

IV-D Memorandum 2020-033

IV-D Memorandum 2019-005

IV-D Memorandum 2018-012

IV-D Memorandum 2017-006

IV-D Memorandum 2016-028

IV-D Memorandum 2016-008

IV-D Memorandum 2015-019

IV-D Memorandum 2015-008

IV-D Memorandum 2014-008

IV-D Memorandum 2013-014

IV-D Memorandum 2012-025